

Director of Information Systems

The Tennessee Attorney General's Office is seeking a qualified individual to lead the team that operates and manages the Office's IT infrastructure and systems. This management position reports to the Deputy Attorney General for Administration and works directly with the Tennessee Attorney General and the senior staff to develop, implement, and support the IT strategies for each of its seventeen divisions and five offices.

Job Description:

- Manages all aspects of IT operations including leading a team of up to 11 technical support staff supporting the needs of approximately 341 attorneys and legal staff.
- Collaborates with the Attorney General and Division Deputies to determine IT priorities and develop Strategic IT Plans to support the Office's IT needs.
- Develops and implements plans and support processes to support the strategies developed.
- Manages IT related projects.
- Leads, manages, and develops the IT staff reporting to the position.
- Stays abreast of technological developments generally and in other AG's offices.
- Performs other duties as assigned.

Preferred Experience:

- Substantial experience in IT infrastructure and system support with demonstrated hands-on technology infrastructure management experience, including PCs, servers, office automation applications, and telecommunications.
- Experience in a staff management role.
- Demonstrated ability in areas of planning, budgeting, and project management.
- Demonstrated ability developing a customer service culture within an IT team.
- Demonstrated experience with Active Directory, Microsoft Server platforms, as well as network infrastructure technologies
- Demonstrated experience implementing operational support processes and tools including LAN operations, system and data backup / recovery, security tools, and techniques. Should have a solid understanding of best practices support methodologies.
- Demonstrated experience in working with management level personnel and in identifying how technology can be integrated as a value added component into their responsibilities.

Desired Skills:**Leadership Skills:**

Experience in managing a team responsible for the following:

- Monitoring and managing all aspects of production, help desk and end user support.
- Providing help desk services, technical assistance, and on-site remote visits, when necessary.
- Promoting customer satisfaction.
- Procuring PC and PC-related hardware and software
- Installing, upgrading, and relocating PC and PC-related hardware and software.

Other Skills:

- Hands-on experience in troubleshooting IT software and hardware.
- Demonstrated leadership and project management skills.
- Strong interpersonal, written, and oral communication skills.
- Highly self-motivated and directed.
- Keen attention to detail.
- Proven analytical and problem-solving abilities.
- Strong customer service orientation

Education and Certification:

- Bachelor Degree desired
- CNE, MCSE, CCNA, or PMP certifications a plus

Salary: Salary based on education, ability and experience.

Application Procedure: Send cover letter, resume and salary history to Personnel Officer, Attention: IS Director Position, Tennessee Attorney General's Office, PO Box 20207, Nashville, TN 37202. Or submit by email to agresumes@ag.tn.gov in Word or WordPerfect format and put "IS Director Position" in the subject line.

Equal Opportunity Employer.